



# SERVICE BULLETIN

## Vermeer Corporation

Environmental  
Pella, IA 50219 USA

**FIELD CAMPAIGN  
SERVICE BULLETIN #**

**SVC2015-172**

**DATE: 31 August 2015**

**CAMPAIGN  
TYPE:**

**Mandatory-Product Safety**

**CAMPAIGN  
CATEGORY:**

**Kit and Bulletin**

MACHINE / ATTACHMENT MODEL (S) :	Serial Numbers		
	Included	Excluded	Kit Version
BC900XL	101 – 546, 2001 – 2035	105, 219–224, 236–240, 242, 259–262, 265, 266, 280, 281, 359–363, 368, 467–469, 479, 507–512, 2001–2008	IK01
BC900XL	219–224, 236–239, 242, 259–262, 265, 266, 280, 281, 359–363, 368, 467–469, 479, 507–512, 2001–2008	101–218, 225–235, 240, 241, 243–258, 263, 264, 267–279, 282–358, 364–367, 369–466, 470–478, 480–506, 513–546, 2009–2035	IK02
BC900XL	105, 240	101–104, 106–239, 241–546, 2001–2035	IK03

IK01-Vermeer Yellow    IK02-Asplundh Orange    IK03-Other special color

**Subject:**



**PRODUCT  
SAFETY  
RECALL**

**FIRST NOTICE**

**BC900XL Discharge  
Chute Update Kit  
(IK00-3194)**

**Background:**

**DISCHARGE CHUTE MAY SEPARATE FROM BRUSH CHIPPER**

The discharge chute weld may fail at the base of the chute due to material stresses.

## DEATH OR SERIOUS INJURY POSSIBLE

If the weld fails, the discharge chute can separate from the brush chipper while towing on a public highway or while chipping on the jobsite. **Death or serious injury is possible.** Property or equipment damage may also occur.

### Solution:

#### IMMEDIATE MACHINE MODIFICATIONS REQUIRED

IK00-3194 has been created to provide the necessary parts and instructions to inspect for cracks, if no cracks are found, replace the disk housing cover with a revised cover which includes an enhanced clamp design. If cracks are found, email [productsafety@vermeer.com](mailto:productsafety@vermeer.com) photos and further instructions will follow. **This kit must be installed as soon as possible.**

#### DEALER PARTICIPATION

##### REVIEW REPORT, ORDER KITS, CONTACT CUSTOMERS

1. **Reports will be emailed** during the week of August 31, 2015, to dealerships shown in our records which have units in their territory affected by this Alert. Please review the report for accuracy, including owner and/or address changes.

If the information contained in the report is NOT correct, please notify the Product Safety Department on or before September 8, 2015 at:

Telephone: 641-621-7060

Fax: 641-621-7739

Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

2. **Dealership Order Kits** by entering the order into iParts.
  - a. Each dealership should determine the quantity of Kits to order initially depending upon the number of units that may be available for immediate upgrade. **Do not order more Kits than needed for immediate installation.**
  - b. When entering the order into iParts, you will need to identify:
    - 17-digit VIN of the unit
    - Order type: FSAF, SSAF, ESAF

Questions regarding the ordering process, may be directed to:

by Email: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

by Phone: 641-621-7825

3. **Contact your affected customer(s)** to schedule a mutually acceptable time to upgrade their machine. **Note:** Letters will be sent to the customer(s) on or about **September 9, 2015**. *Also refer to Owner Notification section below.*

If you have any questions concerning the installation of IK00-3194, please contact the Environmental Service Department.

#### REIMBURSEMENT

Upon completion of each Kit installation, a Warranty Claim must be submitted to the Corporate Warranty Department for reimbursement of the cost of the Kit. The Work Completion Certificate indicating that the Kit was installed must also be submitted. Both documents (Claim and Work Completion Certificate) must be received prior to reimbursement of the parts or labor for this Product Safety Alert.

For those dealers submitting warranty claims via iWarranty, please submit a campaign claim with the Work Completion Certificate attached to the claim.

A Work Completion Certificate is attached below which indicates the labor hours.  
**Note:** *Future notices to dealers and owners are dependent upon the receipt of Work Completion Certificates by Product Safety Department.*

### OWNER NOTIFICATION

**Sample Letter:** Included at the end of this Bulletin is a sample letter which will be sent by Vermeer Corporation directly to the Owners on or about **September 9, 2015**, via USPS certified/registered mail.

- Brazilian Portuguese
- French
- Spanish

All translated owner notices will also include English owner notification.

This owner notification/letter instructs the owner **to contact their local dealership** to arrange for a time to have the Kit installed. After receiving IK00-3194 from the Parts Center, you must contact your affected customer(s) immediately and schedule a mutually acceptable time to upgrade their machine.

We regret any inconvenience that these corrective measures may cause you. This required work is for safety of the machine operator, crew members, bystanders, towing vehicle occupants and other drivers and passengers traveling on the public roadways. We hope you agree that the safety benefits surpass the inconvenience.

### PRODUCT SAFETY DEPARTMENT

#### Attachment:

IK00-3194 Kit Instructions

<b>Completion Schedule:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert: Install immediately</b> <input type="checkbox"/> <b>90 days from date of this Bulletin</b> <input type="checkbox"/> <b>180 days from date of this Bulletin</b> <input type="checkbox"/> <b>1 year from date of this Bulletin</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input type="checkbox"/> <b>N/A</b>	<b>Reimbursement:</b> <input checked="" type="checkbox"/> <b>Product Safety Alert:</b> <b>Work Completion Certificate Required</b> <input checked="" type="checkbox"/> <b>All Units Listed Above</b> <input checked="" type="checkbox"/> <b>Parts</b> <input checked="" type="checkbox"/> <b>Labor Paid (Labor Code: 9L50 )</b> <input type="checkbox"/> <b>Only Units within Standard Limited Warranty Period</b> <input type="checkbox"/> <b>No Reimbursement</b>
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<b>Internal Reference:</b> <b>TREAD Act Code</b> <i>(Choose one or more codes applicable)</i>	<input type="checkbox"/> -- <input type="checkbox"/> 02 <input type="checkbox"/> 03 <input type="checkbox"/> 04 <input type="checkbox"/> 05 <input type="checkbox"/> 11	Not Applicable Suspension Service brake system, hydraulic Service brake system, air Parking brake Electrical	<input type="checkbox"/> 12 <input checked="" type="checkbox"/> 16 <input type="checkbox"/> 17 <input type="checkbox"/> 19 <input type="checkbox"/> 20 <input type="checkbox"/> 21	Exterior lighting Structure Latch Tires Wheels Trailer hitch
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Return completed Work Completion Certificate for labor credit to:  
 Product Safety Department: **ATTACH to iWarranty Campaign Claim**  
**FAX: 641-621-7739**  
**EMAIL: productsafety@vermeer.com**

<b>WORK COMPLETION CERTIFICATE</b> <b>IK00-3194: BC900XL Discharge Chute Update Kit</b> <b>First Notice</b>		<i>For Dealer Use:</i> <i>Warranty Claim</i> <i>#</i>	
17-Digit Serial Number is required			
<input type="checkbox"/> <b>BC900XL</b>	_____		
I have properly installed the parts according to the Kit's written instructions and am returning this Certificate with the understanding that the Installer's Company will receive <b>1.5 hours</b> reimbursement for labor from Vermeer Corporation.			
Date Work Completed:			
Work Completed By: <i>(Enter Installer's Name, Company's Name &amp; Address)</i>			
Installer's Signature:	X	Phone #:	
	<i>(Name of Installer's Company, Address, and Signature Required)</i>		
Unit Owner's Name:			
Unit Owner's Address:			
	<i>(Name of Owner's Company and Address)</i>		

# Sample Owner Letter

September 9, 2015

VIA USPS CERTIFIED/REGISTERED MAIL

Dear «MODEL» Owner:

*This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act.*

Vermeer has decided that a defect, that relates to motor vehicle safety, exists in certain model year 2012-2015 Vermeer «MODEL».

## **DISCHARGE CHUTE MAY SEPARATE FROM BRUSH CHIPPER**

The discharge chute weld may fail at the base of the chute due to material stresses.

## **DEATH OR SERIOUS INJURY POSSIBLE**

If the weld fails, the discharge chute can separate from the brush chipper while towing on a public highway or while chipping on the jobsite. **Death or serious injury is possible.** Property or equipment damage may also occur.

## **IMMEDIATE MACHINE MODIFICATIONS REQUIRED**

IK00-3194 has been created to provide the necessary parts and instructions to inspect for cracks, if no cracks are found, replace the disk housing cover with a revised cover which included an enhanced clamp design. If cracks are found, the discharge chute must be replaced.


**This kit must be installed as soon as possible.**

**Please contact** your authorized, independent **Vermeer dealer** immediately to arrange a mutually acceptable time and location to install IK00-3194 **at no cost** to you for labor or materials. The installation of this kit is estimated at 1.5 hours of labor. If the Vermeer dealer travels to the unit to install the kit, costs may be incurred by the owner. **You must have your machine upgraded for these safety features.**

<b>Contact your local Vermeer Dealer:</b>	«SERV_DLR_NAME» «SERV_DLR_ADD1» «SERV_DLR_CITY STATE ZIP» «SERV_DLR_COUNTRY» <b>Telephone:</b> «SERV_DLR_PHONE»
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According to our records, you currently own a Vermeer «MODEL» Brush Chipper. The Model and Serial Number of the «MODEL» is shown at the top right of this letter. If you no longer own this unit, please notify the Product Safety Department at:

Toll Free: 800-829-0051, extension 7060

	<b>IMPORTANT SAFETY RECALL</b>
<b>First Notice</b> <b>BC900XL Discharge Chute Update Kit (IK00-3194)</b>	
<b>Model:</b> «Model» This notice applies to your vehicle, <b>Serial No:</b> «VIN»	

Telephone: 641-621-7060

E-mail: [productsafety@vermeer.com](mailto:productsafety@vermeer.com)

If possible, please provide the name and address of the new owner.

We regret any inconvenience that these corrective measures may cause you. The required work is for the safety of the machine operator, crew member, bystanders, towing vehicle occupants and other drivers and passengers traveling on the public roadways. We hope that you agree that the safety benefits surpass the inconvenience.

Very truly yours,

**PRODUCT SAFETY DEPARTMENT**

*Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten (10) days.*

If the authorized dealer has failed or is unable to remedy the defect without charge and within a reasonable time, contact Vermeer Product Safety by email at [productsafety@vermeer.com](mailto:productsafety@vermeer.com) or by calling 800-829-0051 or 641-621-7060. You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, D.C. 20590 or call the Vehicle Safety Hotline at 888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>